

Pre-Paid IT Support Plans

Domain Technology Group, Inc. is pleased to announce three new Pre-Paid Support Plans. Every plan provides you with:

- Discounted service rates
- Guaranteed response times
- Priority response
- Guaranteed rates for the term of the plan
- Reduced rates for time required beyond the hours allotted in plan

Hours included with each plan may be used for any combination of:

- IT consulting (eCommerce / eBusiness roadmap, and strategy development)
- Epicor and ACCPAC software implementation, conversion and support
- Infrastructure support (including W2000, NT, SQL, Exchange, Citrix, Proxy etc.)
- Custom development and software modifications
- Infrastructure upgrades and improvements

10 Hour Plan (10%)

The monthly invoice amount will be \$1,260.00 (10 X 126.00). The \$1,260 will act as a pool of money from which the actual amount will be drawn. Any overages will be invoiced separately.

If greater than 10 hours per month are purchased, the hours over the initial 10 committed to are invoiced at the discounted rate, of \$126 \ \$148.50 per hour.

The standard rate Engineer \ Consultant labor is discounted to \$126 per hour from \$140 per hour.

The standard rate for Senior Engineer \ Consultant labor is discounted to \$148.50 per hour from \$165 per hour.

These rates are offered only if a minimum of 120 hours is purchased in the year. If less than 120 hours are purchased, the client will be billed the difference between the standard rate and the discounted rate for the hours consumed.

20 Hour Plan (20%)

The monthly invoice amount will be \$2,464.00 (20 X 123.20). The \$2464 will act as a pool of money from which the actual amount will be drawn. Any overages will be invoiced separately.

If greater than 20 hours per month are purchased, the hours over the initial 20 committed to are invoiced at the discounted rate, of \$123.20 \ \$145.20 per hour.

The standard rate Engineer \ Consultant labor is discounted to \$123.20 per hour from \$140 per hour.

The standard rate for Senior Engineer \ Consultant labor is discounted to \$145.20 per hour from \$165 per hour.

These rates are offered only if a minimum of 240 hours is purchased in the year. If less than 240 hours are purchased, the client will be billed the difference between the standard rate and the discounted rate for the hours consumed.

30 Hour Plan (30%)

The monthly invoice amount will be \$3,360.00 (30 X 112). The \$3360 will act as a pool of money from which the actual amount will be drawn. Any overages will be invoiced separately.

If greater than 30 hours per month are purchased, the hours over the initial 30 committed to are invoiced at the discounted rate, of \$112 \ \$132 per hour.

The standard rate Engineer \ Consultant labor is discounted to \$112 per hour from \$140 per hour.

The standard rate for Senior Engineer \ Consultant labor is discounted to \$132 per hour from \$165 per hour.

These rates are offered only if a minimum of 360 hours is purchased in the year. If less than 360 hours are purchased, the client will be billed the difference between the standard rate and the discounted rate for the hours consumed.

Hours must be used within the month purchased. Client may not bank hours. Client will be invoiced the 15th of the month before the service is to be provided. The invoice is to be paid by the first of the month in which the service is to be provided. The customer's account must be current to receive service. Travel time is charged at \$80.00 per hour.

Pre-Paid IT Support Plans (continued)

Our Response Guarantee

Normal business day response times

- Initial phone call response 2 hours
- Onsite response 4 hours

After hours and weekend response times

- Initial phone call response 4 hours
- Onsite response 6 hours

If we do not meet these response times for our Pre-Paid Support Plan customers that service call will be charged at one half the discounted rate.

The rate for after hours and weekends is 1.5 times the discounted rate. This contract does not include support during holidays.

Advantages of Single Source Support

While we maybe currently supporting either your accounting software or hardware, there are great advantages to you of single source support. When we are your single source for support we know both your software and infrastructure that supports it. This eliminates the delays that can be caused by coordinating multiple vendors to solve problems. Because we support your entire system, we know the configurations of your entire system and control changes. This eliminates other vendors making a change that disrupts the software.

If there is a problem, Domain, as your single source of support, will know your entire system and be able to react quickly to solve the issues.



Sign and date your acceptance of one of the three support plans and return to Domain Technology Group, Inc.

Ten-Hour Plan

Accepted by Date

Twenty-Hour Plan

Accepted by Date

Thirty-Hour Plan

Accepted by Date